



CITY OF WAYNESBORO

POLICE DEPARTMENT

250 SOUTH WAYNE AVENUE
SUITE 102 BOX 3
WAYNESBORO, VIRGINIA 22980-4622

July 23, 2019

Caroline Haskins
MuckRock News
DEPT MR 77745
411A Highland Ave
Somerville, MA 02144-2516

Ms. Haskins

In reference to your request for records under the Virginia Freedom of Information Act (2.2-3700 et seq.), which was received by the Waynesboro Police Department via e-mail on 07/19/19, the Department responds as follows:

The Department is providing the requested records in full, and to the best of our knowledge there are no other applicable documents or materials.

Sincerely,

Kelly Walker

Captain Kelly Walker
Waynesboro Police Department

Phone 540-942-6675 / Fax 540-942-6689

"We are in partnership with the community to provide a strong, safe, and secure environment in which the citizens of Waynesboro can live, work, play, and prosper"

Wilhelm, Michael D.

From: YouCanBook.me <notifications@youcanbook.me>
Sent: Tuesday, November 13, 2018 13:58
To: Wilhelm, Michael D.
Subject: Neighbors Portal: Scheduled Call

Hi Michael,

I'm looking forward to speaking with you on Thursday, December 6, 2018 about the Neighbors Portal!

Here are the details for our call...

I'll call you on

Thursday, December 6, 2018 1:00 PM (US/Eastern) at +15409426681

Here's my details:

Anthony Modestine

Ring

1200 Atwater Dr Ste 225

Malvern, PA 19355

Cell: 610-220-5432

Your Details:

Michael Wilhelm

wilhelmmd@ci.waynesboro.va.us

+15409426681

If this event hasn't been added to your calendar automatically, you can add it using these links:

[ADD TO GOOGLE](#) [ADD TO OFFICE 365](#) [DOWNLOAD CALENDAR INVITE](#)

[Click here to cancel this booking](#)

[Click here to reschedule this booking](#)+15409426681

Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Thursday, December 06, 2018 15:25
To: Wilhelm, Michael D.
Subject: WPD Portal Takeaways

Good Afternoon Chief Wilhelm

Thanks so much for your time this afternoon.

We're excited at the prospect of working partnering with the Waynesboro Police Department to reduce crime and engage citizens through the Neighbors platform.

To recap some program highlights (some talking points):

Neighbors by Ring is the free smartphone app that allows citizens to upload videos, photos and alerts related to crime and safety and share them with their neighbors. You do not need Ring cameras to use this app.

The Neighbors Law Enforcement Portal allows your agency to view and comment on these posts in real-time, directly engage citizens and create neighborhood alerts that are targeted to neighbors in specific geographic areas.

On the investigative side, the portal allows you to see an active camera map of all the Ring devices in your community and directly request relevant video when a crime is committed. All of this is provided to law enforcement and the community at no cost.

We will create a Waynesboro - specific download link for the app. Anytime someone uses the link to download the neighbors app, Waynesboro PD gets credit. For every 20 downloads, we send you another device. We are willing to work with the police department, local foundations or the city on a subsidy program to help get additional cameras into the community.

I am just waiting on our legal team to revise our MOU. Once it is provided to me I will send it over to you as soon as I can.

Thanks again!

--

Anthony Modestine
Neighborhood's Training Manager



1200 Atwater Dr Ste 225
Malvern, PA 19355

Anthony.Modestine@ring.com

Wilhelm, Michael D.

From: Wilhelm, Michael D.
Sent: Friday, December 07, 2018 16:39
To: Police Dept. Fulltime Employees; Police Dept. Reserve Members
Subject: Ring

Good Afternoon All,

I am sure most of you are familiar with the company RING, which offers home security and surveillance solutions. For those of you who are not, there is a link below to their website if you want to take a look at it.
<https://ring.com/>

Let me start by saying that I am in **no way endorsing this company's products.**

However, if you are interested in purchasing any of their products in the near future, they have created the Waynesboro Police Department a \$50 discount code for those purchases as a courtesy for listening to their webinar the other day about the "law enforcement portal" that is available.....more to follow on that.

Our department code is: **nbwaynesboro**

This code will provide \$50 off all Ring products excluding the classic doorbell and accessories.

HOWEVER....you must be sure to use **your department email when checking out with this code to apply the discount.**

If you have any questions, just let me know.

Michael D. Wilhelm
Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Wednesday, January 02, 2019 12:10
To: Wilhelm, Michael D.
Subject: WPD MOU Review.
Attachments: Ring Neighbors Portal MOU Waynesboro PD VA.docx

Good Morning Chief Wilhelm,

Happy New Years and I hope all is well.

Thanks for being so patient with us while our legal team revised the MOU. I was given the green light to send this out to your department for review and signature. Please let me know if you have any questions or concerns.

If for any reason this MOU needs to go to City Council or anywhere open to the public for review I would like to link in Morgan who is our PR Coordinator. She will be able to provide your department talking points and resources to present to the Council.

Has the PIO been caught up to speed on the Neighbors Platform and Portal?

Thanks --

Anthony Modestine
Neighborhood's Training Manager



1200 Atwater Dr Ste 225
Malvern, PA 19355

Anthony.Modestine@ring.com

Reducing Crime in Newark NJ: [Newark Protect Project](#)
Shark Tank: [Shark Tank's Biggest Company](#) (password: ring)
LA Times: [Ring modernized the doorbell, then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)



Neighbors by Ring

Memorandum of Understanding

This agreement is entered into this 2nd day of January, 2019 by and between Ring LLC ("Ring") and Waynesboro Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Waynesboro ("City") neighborhoods safer.

Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).

The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.

As part of the program, Agency may:

- Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
- Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

Make the Neighbors App available to City residents free of charge.

Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

Term

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to Agency without the prior consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation

At no point shall either party receive compensation from each other as a result of this program.

Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: _____

By: _____

Name: _____

Title: _____

Agency

Date: _____

By: _____

Name: _____

Title: _____

Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Friday, February 08, 2019 08:39
To: Wilhelm, Michael D.
Subject: Re: Ring MOU Follow up

Take as much time as you need and thanks for the update.

No apologizes needed. Look forward to reconnecting soon!

On Fri, Feb 8, 2019 at 4:43 AM Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:
Hey Anthony,

We haven't forgotten about you. The City recently switched from having an "in- house" attorney to a contacted attorney so we have naturally run into some delays on this as well as several other matters. Once everything has been resolved I'll let you know.

Sorry for the delay,

Michael D. Wilhelm
Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102, Box 3
Waynesboro, Virginia 22980

----- Original message -----

From: Anthony Modestine <anthony.modestine@ring.com>
Date: 2/7/19 14:18 (GMT-05:00)
To: "Wilhelm, Michael D." <WilhelmMD@ci.waynesboro.va.us>
Subject: Ring MOU Follow up

Hi Chief Wilhelm,

Hope all is well with you and the department. I wanted to touch base and see how everything is going with the MOU signing. Are there any questions or concerns that I should be aware of?

Thanks and I look forward to reconnecting!

--
Anthony Modestine
Neighborhood's Training Manager



1200 Atwater Dr Ste 225
Malvern, PA 19355

Anthony.Modestine@ring.com

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LA Times: [Ring modernized the doorbell, then went to war against crime](#)
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Wilhelm, Michael D.

From: Wilhelm, Michael D.
Sent: Wednesday, February 27, 2019 09:39
To: 'Anthony Modestine'
Subject: RE: Ring MOU Follow up
Attachments: Neighbors by Ring MOU Waynesboro PD.pdf

Anthony,

We are good to go on this. What is the next step?

Thanks,

Michael D. Wilhelm
Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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From: Anthony Modestine [mailto:anthony.modestine@ring.com]
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Sorry for the delay,

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Chief of Police
Waynesboro Police Department
250 South Wayne Avenue

Suite 102, Box 3
Waynesboro, Virginia 22980

----- Original message -----

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Date: 2/7/19 14:18 (GMT-05:00)
To: "Wilhelm, Michael D." <WilhelmMD@ci.waynesboro.va.us>
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Neighbors by Ring

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- ☐ Neighbors by Ring app (“Neighbors App”) is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- ☐ The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- ☐ As part of the program, Agency may:
 - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
 - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- ☐ Make the Neighbors App available to City residents free of charge.
- ☐ Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- ☐ Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party’s name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency’s participation in the Neighbors App.

Term

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RING LLC

Date: _____

By: _____

Name: _____

Title: _____

Agency

Waynesboro Police Dept.

Date: 02/25/19

By: 

Name: Michael D. Wilhelm

Title: Chief of Police

Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Wednesday, February 27, 2019 14:24
To: Wilhelm, Michael D.
Subject: Re: Ring MOU Follow up

Thank's Chief. Sending this over to our legal team to sign and file. I will send you back a final signed copy once I reach back out to inform you of our next steps which would be scheduling the onboarding!

I will be in touch within the next few days.



On Wed, Feb 27, 2019 at 9:38 AM Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:

Anthony,

We are good to go on this. What is the next step?

Thanks,

Michael D. Wilhelm

Chief of Police

Waynesboro Police Department

250 South Wayne Avenue

Suite 102 Box 3

Waynesboro, Virginia 22980

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Sent: Friday, February 08, 2019 8:39 AM
To: Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>
Subject: Re: Ring MOU Follow up

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Sorry for the delay,

Michael D. Wilhelm

Chief of Police

Waynesboro Police Department

250 South Wayne Avenue

Suite 102, Box 3

Waynesboro, Virginia 22980

----- Original message -----

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Subject: Ring MOU Follow up

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Anthony Modestine

Neighborhood's Training Manager



1200 Atwater Dr Ste 225

Malvern, PA 19355

Anthony.Modestine@ring.com

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USA Today: [Police say crime drops with video doorbell](#)

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Anthony Modestine

Neighborhood's Training Manager



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Anthony Modestine

Neighborhood's Account Manager



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Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, March 04, 2019 13:00
To: Wilhelm, Michael D.
Subject: Ring<>Waynesboro Onboarding
Attachments: Neighbors by Ring MOU Waynesboro PD (1).pdf

Chief Wilhelm Great news! The MOU agreement is fully signed. Attached are the documents for your records.

I will be the department's Account Manager moving forward. Our Next step would be to set up a 1-hour webinar with you and all the key stakeholders for your Portal Onboarding and myself. The Portal Onboarding is train-the-trainer style so we only require the following people to join:

1. Partnership Coordinator - the main champion for the Ring partnership

Name:

2. Press/Media Coordinator - typically the PIO who will coordinate the initial partnership announcement and ongoing PR

Name:

3. Social Media Coordinator - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)

Name:

4. Investigative Coordinator - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of video.

Name:

5. Community Relations Coordinator - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

Name:

Please fill out the names and email addresses of the LEOs that will be joining this meeting. Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership.

Lastly, please ensure you have access to a computer so we can screen share the Portal with you.

I have availability open on Tuesday, April 2nd at 1 pm EST or Tuesday the 9th at 9 am EST. Please let me know if one of these days and times works for you and the others.

Thanks!

--

Anthony Modestine
Neighborhood's Account Manager



1200 Atwater Dr Ste 225
Malvern, PA 19355

Anthony.Modestine@ring.com

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Neighbors by Ring
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Agency

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RING LLC

2/27/2019

Date: _____

By: _____
DocuSigned by:
August Cziment

389F1A1F18C3478

August Cziment

Name: _____

Title: _____
Director of Operations

Agency

Wynnesboro Police Dept.

Date: 02/25/19

By: [Signature]

Name: Michael D. Wilhelm

Title: Chief of Police

Wilhelm, Michael D.

From: Wilhelm, Michael D.
Sent: Tuesday, March 12, 2019 13:22
To: Walker, Kelly L.; Oliver Jr, J.W.; Meeks, Rebecca K.; Smith Jr, Frederick W.; Martin, Michael W.
Subject: RE: RING Neighbors

https://www.vachiefs.org/blog_home.asp?Display=47

Here are some more details about the program.

Michael D. Wilhelm

Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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From: Wilhelm, Michael D.
Sent: Tuesday, March 12, 2019 12:34 PM
To: Walker, Kelly L. <WalkerKL@ci.waynesboro.va.us>; Oliver Jr, J.W. <OliverJW@ci.waynesboro.va.us>; Meeks, Rebecca K. <meeksrk@ci.waynesboro.va.us>; Smith Jr, Frederick W. <SmithFW@ci.waynesboro.va.us>; Martin, Michael W. <MartinMW@ci.waynesboro.va.us>
Subject: RE: RING Neighbors

We can't control what other people share or post. Ring monitors and controls all posted content not us.

The only thing we would potentially share would be something related to criminal activity or for investigative purposes.

Michael D. Wilhelm

Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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From: Walker, Kelly L.
Sent: Tuesday, March 12, 2019 12:06 PM

To: Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>; Oliver Jr, J.W. <OliverJW@ci.waynesboro.va.us>; Meeks, Rebecca K. <meeksrk@ci.waynesboro.va.us>; Smith Jr, Frederick W. <SmithFW@ci.waynesboro.va.us>; Martin, Michael W. <MartinMW@ci.waynesboro.va.us>
Subject: RE: RING Neighbors

I think it has potential for sure.

Question I have is this... if I share a video of someone at my home engaged in perfectly legal conduct does it reflect only on me or does the department share liability for sharing it as well. I can see some people being offended at being dubbed "strange" for simply knocking on a door in daylight and leaving a brochure or whatever. Think Jehovah's witnesses....

Captain Kelly Walker
Commander,
Support Services Division
Waynesboro Police Department
Coordinator,
Blue Ridge Crisis Intervention Team
540-942-6537
walkerkl@ci.waynesboro.va.us

From: Wilhelm, Michael D.
Sent: Tuesday, March 12, 2019 11:40 AM
To: Oliver Jr, J.W. <OliverJW@ci.waynesboro.va.us>; Meeks, Rebecca K. <meeksrk@ci.waynesboro.va.us>; Walker, Kelly L. <WalkerKL@ci.waynesboro.va.us>; Smith Jr, Frederick W. <SmithFW@ci.waynesboro.va.us>; Martin, Michael W. <MartinMW@ci.waynesboro.va.us>
Subject: RE: RING Neighbors

It costs us nothing. Success will depend on the number of participants in the City, but there are already several users in Waynesboro.

Monitoring is simple. You set up a geo-fence on a map (mine is set to a 2 mile radius from my house) and if anything gets posted for that area you get an alert on your phone or computer. Emily, Fred and I do most of the Facebook monitoring currently with content screening and assistance from the Ops techs on night shifts. Definitely more useful than Facebook and just as simple to monitor. It is just like any other software....you don't know what it involves until you get into it. Norfolk just went live with it and the folks that I have spoken with say it simple to use and less labor intensive than Facebook to maintain.

Michael D. Wilhelm
Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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From: Oliver Jr, J.W.

Sent: Tuesday, March 12, 2019 11:31 AM

To: Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>; Meeks, Rebecca K. <meeksrk@ci.waynesboro.va.us>; Walker, Kelly L. <WalkerKL@ci.waynesboro.va.us>; Smith Jr, Frederick W. <SmithFW@ci.waynesboro.va.us>; Martin, Michael W. <MartinMW@ci.waynesboro.va.us>

Subject: RE: RING Neighbors

Cost for us? Who will have the responsibility to monitor it for us?

At first look it looks good and may have advantages over facebook, but I think success will depend on participation.

Captain JW Oliver

Waynesboro Police Department
250 South Wayne Avenue
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Waynesboro, VA 22980
540 942-6686

“ Virtus et Honor”

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From: Wilhelm, Michael D.

Sent: Tuesday, March 12, 2019 10:12 AM

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Subject: RING Neighbors

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Neighbors by Ring is the free smartphone app that allows citizens to upload videos, photos and alerts related to crime and safety and share them with their neighbors. You do not need Ring cameras to use this app. All of the posted content is monitored and screened 24/7 to avoid inappropriate content or posts that are not relevant to criminal or suspicious activity.

The Neighbors Law Enforcement Portal allows your agency to view and comment on these posts in real-time, directly engage citizens and create neighborhood alerts that are targeted to neighbors in specific geographic areas.

On the investigative side, the portal allows you to see an active camera map of all the Ring devices in your community and directly request relevant video when a crime is committed. All of this is provided to law enforcement and the community at no cost.

We will create a Waynesboro - specific download link for the app. Anytime someone uses the link to download the neighbors app, Waynesboro PD gets credit. For every 20 downloads, we send you another device. We are

willing to work with the police department, local foundations or the city on a subsidy program to help get additional cameras into the community.

Here are some of our local video and crime posts. I have it on my phone and it's really easy to use.

<https://shop.ring.com/pages/neighbors>

Just saw this on Neighbors:

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Just saw this on Neighbors:

<https://neighbors.ring.com/n/m336w>

Just saw this on Neighbors:

<https://neighbors.ring.com/n/O2ok>

Just saw this on Neighbors:

<https://neighbors.ring.com/n/wXodk>

Thoughts????????

Michael D. Wilhelm

Chief of Police

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Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Tuesday, March 12, 2019 19:14
To: Wilhelm, Michael D.
Subject: Re: Ring <>Waynesboro Onboarding

Thanks for confirming. You should have received a calendar invite and the link to join the meeting. I will be reaching out soon with Rings PR material to help with putting out the public announcement. Let me know if you have any questions in the meantime!



On Tue, Mar 12, 2019 at 6:01 PM Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:

4/9 at 9am is fine. I know at least 3 of us can make that work.

Thanks

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From: Anthony Modestine [mailto:anthony.modestine@ring.com]
Sent: Tuesday, March 12, 2019 3:37 PM
To: Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>
Subject: Re: Ring<>Waynesboro Onboarding

Hey Chief,

Any update on this? Since my schedule is pretty crazy I want to make sure I can lock your department in as soon as possible so nothing else comes up since your department is the first priority of mine!

Thanks!



On Thu, Mar 7, 2019 at 8:14 PM Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:

Hey Anthony,

I haven't forgotten about you. I believe we should be able to make the 4/9 date work, but I'm still waiting on a few confirmations on the date and the particular assignments. I hope to have that solidified early next week.

Thanks

Michael D. Wilhelm

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----- Original message -----

From: Anthony Modestine <anthony.modestine@ring.com>

Date: 3/7/19 19:54 (GMT-05:00)

To: "Wilhelm, Michael D." <WilhelmMD@ci.waynesboro.va.us>

Subject: Re: Ring <> Waynesboro Onboarding

Hi Chief,

I just wanted check in and see if we are able to narrow down a day and time for our webinar onboarding. Does one of those times work for you and the others?



On Mon, Mar 4, 2019 at 12:59 PM Anthony Modestine <anthony.modestine@ring.com> wrote:

Chief Wilhelm Great news! The MOU agreement is fully signed. Attached are the documents for your records.

I will be the department's Account Manager moving forward. Our Next step would be to set up a 1-hour webinar with you and all the key stakeholders for your Portal Onboarding and myself. The Portal Onboarding is train-the-trainer style so we only require the following people to join:

1. Partnership Coordinator - the main champion for the Ring partnership

Name:

2. Press/Media Coordinator - typically the PIO who will coordinate the initial partnership announcement and ongoing PR

Name:

3. Social Media Coordinator - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)

Name:

4. Investigative Coordinator - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of video.

Name:

5. Community Relations Coordinator - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

Name:

Please fill out the names and email addresses of the LEOs that will be joining this meeting.

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership.

Lastly, please ensure you have access to a computer so we can screen share the Portal with you.

I have availability open on Tuesday, April 2nd at 1 pm EST or Tuesday the 9th at 9 am EST. Please let me know if one of these days and times works for you and the others.

Thanks!

--

Anthony Modestine

Neighborhood's Account Manager



1200 Atwater Dr Ste 225

Malvern, PA 19355

Anthony.Modestine@ring.com

Reducing Crime in Newark NJ: [Newark Protect Project](#)

Shark Tank: [Shark Tank's Biggest Company](#) (password: ring)

LA Times: [Ring modernized the doorbell, then went to war against crime](#)

USA Today: [Police say crime drops with video doorbell](#)



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Wilhelm, Michael D.

From: Wilhelm, Michael D.
Sent: Wednesday, March 13, 2019 17:57
To: Walker, Kelly L.; Meeks, Rebecca K.; Smith Jr, Frederick W.; Wilhelm, Michael D.
Subject: RE: RING Neighbors

Looks like they can do a webinar (on-boarding to start the program) on April 9th at 9am. Below is a list of assignments that they needed filled out so I took the liberty of signing you folks up. (you may get an email or invitation for 4/9)

If there is anyone else that you would like to attend, please send them this email and tell them to meet in the conference room outside of my office on 04/09 at 9am. If you can't make it that day for some reason, we will survive without you.

More to follow,

1. Partnership Coordinator - the main champion for the Ring partnership

Name: Chief Mike Wilhelm wilhelmmd@ci.waynesboro.va.us

2. Press/Media Coordinator - typically the PIO who will coordinate the initial partnership announcement and ongoing PR

Name: Captain Kelly Walker walkerkl@ci.waynesboro.va.us (shared responsibility with #3)

3. Social Media Coordinator - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)

Name: Sergeant Fred Smith smithfw@ci.waynesboro.va.us (this is a joint effort)

4. Investigative Coordinator - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of video.

Name: Captain Becky Meeks meeksrk@ci.waynesboro.va.us

5. Community Relations Coordinator - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

Name: Anyone listed above

Michael D. Wilhelm
Chief of Police
Waynesboro Police Department
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From: Wilhelm, Michael D.

Sent: Tuesday, March 12, 2019 1:22 PM

To: Walker, Kelly L. <WalkerKL@ci.waynesboro.va.us>; Oliver Jr, J.W. <OliverJW@ci.waynesboro.va.us>; Meeks, Rebecca K. <meeksrk@ci.waynesboro.va.us>; Smith Jr, Frederick W. <SmithFW@ci.waynesboro.va.us>; Martin, Michael W. <MartinMW@ci.waynesboro.va.us>

Subject: RE: RING Neighbors

https://www.vachiefs.org/blog_home.asp?Display=47

Here are some more details about the program.

Michael D. Wilhelm

Chief of Police

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From: Wilhelm, Michael D.

Sent: Tuesday, March 12, 2019 12:34 PM

To: Walker, Kelly L. <WalkerKL@ci.waynesboro.va.us>; Oliver Jr, J.W. <OliverJW@ci.waynesboro.va.us>; Meeks, Rebecca K. <meeksrk@ci.waynesboro.va.us>; Smith Jr, Frederick W. <SmithFW@ci.waynesboro.va.us>; Martin, Michael W. <MartinMW@ci.waynesboro.va.us>

Subject: RE: RING Neighbors

We can't control what other people share or post. Ring monitors and controls all posted content not us.

The only thing we would potentially share would be something related to criminal activity or for investigative purposes.

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From: Walker, Kelly L.

Sent: Tuesday, March 12, 2019 12:06 PM

To: Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>; Oliver Jr, J.W. <OliverJW@ci.waynesboro.va.us>; Meeks, Rebecca K. <meeksrk@ci.waynesboro.va.us>; Smith Jr, Frederick W. <SmithFW@ci.waynesboro.va.us>; Martin, Michael W. <MartinMW@ci.waynesboro.va.us>

Subject: RE: RING Neighbors

I think it has potential for sure.

Question I have is this... if I share a video of someone at my home engaged in perfectly legal conduct does it reflect only on me or does the department share liability for sharing it as well. I can see some people being offended at being dubbed "strange" for simply knocking on a door in daylight and leaving a brochure or whatever. Think Jehovah's witnesses....

Captain Kelly Walker

Commander,

Support Services Division

Waynesboro Police Department

Coordinator,

Blue Ridge Crisis Intervention Team

540-942-6537

walkerkl@ci.waynesboro.va.us

From: Wilhelm, Michael D.

Sent: Tuesday, March 12, 2019 11:40 AM

To: Oliver Jr, J.W. <OliverJW@ci.waynesboro.va.us>; Meeks, Rebecca K. <meeksrk@ci.waynesboro.va.us>; Walker, Kelly L. <WalkerKL@ci.waynesboro.va.us>; Smith Jr, Frederick W. <SmithFW@ci.waynesboro.va.us>; Martin, Michael W. <MartinMW@ci.waynesboro.va.us>

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Thoughts????????

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Wilhelm, Michael D.

From: Wilhelm, Michael D.
Sent: Wednesday, March 13, 2019 17:59
To: 'Anthony Modestine'
Subject: RE: Ring <> Waynesboro Onboarding

Here are the assignments that you requested as well.

Thanks,

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Name: Chief Mike Wilhelm wilhelmmd@ci.waynesboro.va.us

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From: Anthony Modestine [mailto:anthony.modestine@ring.com]
Sent: Tuesday, March 12, 2019 7:14 PM

To: Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>

Subject: Re: Ring<>Waynesboro Onboarding

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----- Original message -----

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Date: 3/7/19 19:54 (GMT-05:00)

To: "Wilhelm, Michael D." <WilhelmMD@ci.waynesboro.va.us>

Subject: Re: Ring <Waynesboro Onboarding

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ring

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Anthony Modestine

Neighborhood's Account Manager

ring

1200 Atwater Dr Ste 225

Malvern, PA 19355

Anthony.Modestine@ring.com

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Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Thursday, March 14, 2019 16:09
To: Wilhelm, Michael D.
Subject: Re: Ring <>Waynesboro Onboarding

Thanks for sending this over. I will reach out soon to Captain Walker and yourself providing you Rings PR Packet material to help with creating your public announcement.

Be on the lookout for this early next week!

On Wed, Mar 13, 2019 at 5:59 PM Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:

Here are the assignments that you requested as well.

Thanks,

1. Partnership Coordinator - the main champion for the Ring partnership

Name: Chief Mike Wilhelm wilhelmmd@ci.waynesboro.va.us

2. Press/Media Coordinator - typically the PIO who will coordinate the initial partnership announcement and ongoing PR

Name: Captain Kelly Walker walkerkl@ci.waynesboro.va.us (shared responsibility with #3)

3. Social Media Coordinator - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)

Name: Sergeant Fred Smith smithfw@ci.waynesboro.va.us (this is a joint effort)

4. Investigative Coordinator - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of video.

Name: Captain Becky Meeks meeksrk@ci.waynesboro.va.us

5. Community Relations Coordinator - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

Name: Anyone listed above

Michael D. Wilhelm

Chief of Police

Waynesboro Police Department

250 South Wayne Avenue

Suite 102 Box 3

Waynesboro, Virginia 22980

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From: Anthony Modestine [mailto:anthony.modestine@ring.com]
Sent: Tuesday, March 12, 2019 7:14 PM
To: Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>
Subject: Re: Ring<>Waynesboro Onboarding

Thanks for confirming. You should have received a calendar invite and the link to join the meeting.

I will be reaching out soon with Rings PR material to help with putting out the public announcement.

Let me know if you have any questions in the meantime!

On Tue, Mar 12, 2019 at 6:01 PM Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:

4/9 at 9am is fine. I know at least 3 of us can make that work.

Thanks

Michael D. Wilhelm

Chief of Police

Waynesboro Police Department

250 South Wayne Avenue

Suite 102 Box 3

Waynesboro, Virginia 22980

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From: Anthony Modestine [mailto:anthony.modestine@ring.com]

Sent: Tuesday, March 12, 2019 3:37 PM

To: Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>

Subject: Re: Ring<>Waynesboro Onboarding

Hey Chief,

Any update on this? Since my schedule is pretty crazy I want to make sure I can lock your department in as soon as possible so nothing else comes up since your department is the first priority of mine!

Thanks!

On Thu, Mar 7, 2019 at 8:14 PM Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:

Hey Anthony,

I haven't forgotten about you. I believe we should be able to make the 4/9 date work, but I'm still waiting on a few confirmations on the date and the particular assignments. I hope to have that solidified early next week.

Thanks

Michael D. Wilhelm

Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102, Box 3

Waynesboro, Virginia 22980

540-942-6675

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----- Original message -----

From: Anthony Modestine <anthony.modestine@ring.com>

Date: 3/7/19 19:54 (GMT-05:00)

To: "Wilhelm, Michael D." <WilhelmMD@ci.waynesboro.va.us>

Subject: Re: Ring<>Waynesboro Onboarding

Hi Chief,

I just wanted check in and see if we are able to narrow down a day and time for our webinar onboarding. Does one of those times work for you and the others?



On Mon, Mar 4, 2019 at 12:59 PM Anthony Modestine <anthony.modestine@ring.com> wrote:

Chief Wilhelm Great news! The MOU agreement is fully signed. Attached are the documents for your records.

I will be the department's Account Manager moving forward. Our Next step would be to set up a 1-hour webinar with you and all the key stakeholders for your Portal Onboarding and myself. The Portal Onboarding is train-the-trainer style so we only require the following people to join:

1. Partnership Coordinator - the main champion for the Ring partnership

Name:

2. Press/Media Coordinator - typically the PIO who will coordinate the initial partnership announcement and ongoing PR

Name:

3. Social Media Coordinator - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)

Name:

4. Investigative Coordinator - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of video.

Name:

5. Community Relations Coordinator - the person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

Name:

Please fill out the names and email addresses of the LEOs that will be joining this meeting.

Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership.

Lastly, please ensure you have access to a computer so we can screen share the Portal with you.

I have availability open on Tuesday, April 2nd at 1 pm EST or Tuesday the 9th at 9 am EST. Please let me know if one of these days and times works for you and the others.

Thanks!

--

Anthony Modestine

Neighborhood's Account Manager



1200 Atwater Dr Ste 225

Malvern, PA 19355

Anthony.Modestine@ring.com

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Shark Tank: [Shark Tank's Biggest Company](#) (password: ring)

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Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Wednesday, March 20, 2019 13:30
To: Walker, Kelly L.; Wilhelm, Michael D.; Morgan Culbertson
Subject: PR Intro + Materials - Waynesboro PD(VA) Joins Neighbors

Hi Chief Wilhelm and Captain Walker

Now that we have our Remote Onboarding set for April 9th at 9 am EST, I wanted to introduce our PR Coordinator, Morgan Culbertson (cc'd) and send over our press packet of materials so we can begin to coordinate plans for the initial public announcement.

First announcement item to note is the In-App alert will be pushed out by Ring the day before your Remote Onboarding. This alert serves a simple heads-up to existing users on the Neighbors app in your jurisdiction to let them know once your Department has joined the conversation (see sample alert [here](#)).

In addition to the In-App alert, Morgan will work with you to go over the press packet materials below and establish a target date to roll out a much broader public announcement to officially kick-off the partnership.

Press packet is available to view & download [by clicking here](#) and includes the following materials;

- **Press Release Template:** Ready for you to review and customize with a quote, suggested edits to content and to incorporate into official Department release format. Be sure to share your edits with Morgan for a quick final review prior to distribution.
- **Sample Social Media Posts & In-App Alert:** Sample content to share across your existing social media platforms in tandem with the press release and In-App alert pushed by Ring to all local Neighbors app users.
- **Talking Points & Reactive Q&A:** Internal docs to prepare Dept. spokespeople to speak about the Neighbors app and our partnership with confidence and respond to commonly asked questions we have come to expect from the press and public.
- **Neighbors App Logo & Imagery:** High-res versions of the Neighbors app logo and other contextual images approved for use in press releases, social media posts and other public communications moving forward.

That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,
Anthony Modestine
610.220.5432

--
Anthony Modestine
Partner Success Associate



1200 Atwater Dr Ste 225
Malvern, PA 19355

Anthony.Modestine@ring.com

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Wilhelm, Michael D.

From: Wilhelm, Michael D.
Sent: Thursday, March 21, 2019 15:33
To: Meeks, Rebecca K.; Walker, Kelly L.; Reed, Emily M.; Smith Jr, Frederick W.
Subject: FW: PR Intro + Materials - Waynesboro PD(VA) Joins Neighbors

FYI on this project for everyone. April 9th is the startup date and we will be receiving a webinar tutorial on how this program works. We will likely do this in the conference room outside of my office. I have included Emily as well on this for obvious stalking purposes.

It looks like Norfolk beat us at being the first in the state (see below), but hey we are a close second.

<https://wtkr.com/2019/02/25/norfolk-police-department-first-in-virginia-to-join-neighbors-app-by-ring/>

Thanks,

Michael D. Wilhelm
Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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From: Anthony Modestine [mailto:anthony.modestine@ring.com]
Sent: Wednesday, March 20, 2019 1:30 PM
To: Walker, Kelly L. <WalkerKL@ci.waynesboro.va.us>; Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>; Morgan Culbertson <morgan.culbertson@ring.com>
Subject: PR Intro + Materials - Waynesboro PD(VA) Joins Neighbors

Hi Chief Wilhelm and Captain Walker

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That's it for now! Let us know once you've had a chance to review and if you have any questions in the meantime.

Best,
Anthony Modestine
610.220.5432

--

Anthony Modestine
Partner Success Associate



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Anthony.Modestine@ring.com

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LA Times: [Ring modernized the doorbell, then went to war against crime](#)
USA Today: [Police say crime drops with video doorbell](#)

Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Thursday, April 04, 2019 13:15
To: Walker, Kelly L.; Wilhelm, Michael D.; Morgan Culbertson
Subject: Re: PR Intro + Materials - Waynesboro PD(VA) Joins Neighbors

Hi Chief Wilhelm and Captain Walker,

I hope all is well with both of you. I wanted to touch base as our webinar onboarding is next week and wanted to see when you anticipate on sending over the draft of your public announcement?

Thanks!

Anthony Modestine

Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Wed, Mar 20, 2019 at 1:29 PM Anthony Modestine <anthony.modestine@ring.com> wrote:
Hi Chief Wilhelm and Captain Walker

Now that we have our Remote Onboarding set for April 9th at 9 am EST, I wanted to introduce our PR Coordinator, Morgan Culbertson (cc'd) and send over our press packet of materials so we can begin to coordinate plans for the initial public announcement.

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Wilhelm, Michael D.

From: Wilhelm, Michael D.
Sent: Friday, April 05, 2019 08:22
To: Anthony Modestine; Walker, Kelly L.; Morgan Culbertson
Subject: RE: PR Intro + Materials - Waynesboro PD(VA) Joins Neighbors
Attachments: Media Release for Ring.docx

Good Morning,

Sorry for the delayed response. Captain Walker has been off most of this week, I was out of the office yesterday, and we had quite the busy weekend with two fatalities.

Anyway, we received all of the media materials that you sent in the initial email but never heard anything after that. Either way, I have attached a draft release with all of our information in it that we will likely send out on Monday.

If there is anything else that needs to be done on our end prior to the webinar next week just let me know.

Thanks,

Michael D. Wilhelm

Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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From: Anthony Modestine [mailto:anthony.modestine@ring.com]
Sent: Thursday, April 04, 2019 1:15 PM
To: Walker, Kelly L. <WalkerKL@ci.waynesboro.va.us>; Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>; Morgan Culbertson <morgan.culbertson@ring.com>
Subject: Re: PR Intro + Materials - Waynesboro PD(VA) Joins Neighbors

Hi Chief Wilhelm and Captain Walker,

I hope all is well with both of you. I wanted to touch base as our webinar onboarding is next week and wanted to see when you anticipate on sending over the draft of your public announcement?

Thanks!

Anthony Modestine

Partner Success Associate
Anthony@ring.com



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Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Wed, Mar 20, 2019 at 1:29 PM Anthony Modestine <anthony.modestine@ring.com> wrote:

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Best,
Anthony Modestine

610.220.5432

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Anthony Modestine
Partner Success Associate

ring

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Malvern, PA 19355

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CITY OF WAYNESBORO

POLICE DEPARTMENT

250 SOUTH WAYNE AVENUE
SUITE 102 BOX 3
WAYNESBORO, VIRGINIA 22980-4622

MEDIA RELEASE

Waynesboro Police Department Joins 'Neighbors' by Ring to Provide Users with Real-Time, Local Crime and Safety Information

Neighbors aims to reduce crime in neighborhoods by connecting people, security cameras and law enforcement.

The Waynesboro Police Department today announced that it is joining the free Neighbors app by Ring to provide the Waynesboro community with real-time, local crime and safety information. The Neighbors network already has millions of users and has been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe.

Residents can text 'StaySafe' to 555888 from their smartphone to download the Neighbors app for free on iOS and Android and use the app to; join their neighborhood, share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from their neighbors, local law enforcement and the Ring team.

Jamie Siminoff, Chief Inventor and Founder of Ring, said: "We're excited to have the Waynesboro Police Department join Neighbors to keep their community up-to-date on local crime and safety information. Over the past few years we have learned that, when neighbors, the Ring team and law enforcement all work together, we can create safer communities. Neighbors is meant to facilitate real-time communication between these groups, while maintaining neighbor privacy first and foremost. By bringing security to every neighbor with the free Neighbors app, the Waynesboro community can stay on top of crime and safety alerts as they happen."

How It Works

- Download the Neighbors app on iOS and Android here: download.ring.com/neighbors or by texting 'StaySafe' to 555888 from your smartphone.
- Opt-in to join your neighborhood.
- Customize the geographic area you want to receive notifications for (users must verify where they are located and cannot participate in other neighborhoods).
- Receive real-time alerts from your neighbors, local law enforcement and the Ring team that inform of crime and safety alerts as they happen.
- View local crime and safety posts via a live feed or interactive map.
- Share text updates, photos and videos taken on any device, including Ring's home security devices.
- Work with your community to make neighborhoods safer.

Phone 540-942-6675 / Fax 540-942-6689

"We are in partnership with the community to provide a strong, safe, and secure environment in which the citizens of Waynesboro can live, work, play, and prosper"



CITY OF WAYNESBORO

POLICE DEPARTMENT

250 SOUTH WAYNE AVENUE
SUITE 102 BOX 3
WAYNESBORO, VIRGINIA 22980-4622

About Neighbors

Neighbors is a neighborhood watch app that provides real-time, local crime and safety information. Download the free Neighbors app (iOS/Android), join your neighborhood, and use the app to: view neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from your neighbors, local law enforcement and the Ring team. For more information visit www.ring.com/neighbors.

About Ring

Ring's mission is to reduce crime in neighborhoods by creating a Ring of Security around homes and communities. Ring is an Amazon company. The Ring product line, along with Neighbors by Ring, enable Ring to offer affordable, whole-home and neighborhood security devices and services. In fact, one Los Angeles neighborhood saw a 55 percent decrease in home break-ins after Ring Doorbells were installed on just ten percent of homes. For more information, visit www.ring.com. With Ring, you're always home.

Waynesboro Police Department Media Contact

Captain Kelly Walker
Walkerkl@ci.waynesboro.va.us
540-942-6537

Neighbors Media Contact

Kaleigh Bueckert-Orme
Public Relations Coordinator, Ring
Media@ring.com

Phone 540-942-6675 / Fax 540-942-6689

"We are in partnership with the community to provide a strong, safe, and secure environment in which the citizens of Waynesboro can live, work, play, and prosper"

Wilhelm, Michael D.

From: Ring Team <no-reply@ring.com>
Sent: Tuesday, April 09, 2019 08:45
To: Wilhelm, Michael D.
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Waynesboro Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Waynesboro Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for wilhelmmd@ci.waynesboro.va.us.

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Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Tuesday, April 09, 2019 10:29
To: Wilhelm, Michael D.
Subject: Ring <> Waynesboro PD Follow Up!
Attachments: Portal User Setup (5).xlsx; Portal Announcement Flyer Waynesboro PD.pdf; Reference Sheet Waynesboro PD.pdf; Social Media Asset Waynesboro PD.pdf

Hi Chief,

Thank you for connecting with me earlier for the Portal Onboarding! Recap below as promised:

1. Portal Requirements

a) Account Provisioning - Attached is an Excel doc outlining what's needed to provision users. Please add everyone that would potentially need an account and send it back so we can set up their accounts. Let me know if you have any questions on this!

b) Browser Compatibility - Portal is compatible with Chrome or Firefox. Please refrain from using Internet Explorer or any others not listed above.

2. Training Materials - Attached are Training Materials that you can distribute to users that are provisioned. These should help provide context and baseline knowledge for them to properly use Portal.

The Portal Announcement Flyers is something you can print out and hand out to your community to talk about the partnership!

Otherwise, thank you everyone again for your time earlier and let me know if I forgot anything!

Anthony Modestine

Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.



[LE Discount Flyer Waynesboro PD.pdf](#)



[illegible]

This is a time-sensitive matter, so we look forward to your prompt action. Thank you for making your neighborhood a safer place.

Stay safe,
Ring Team

If you have any questions or concerns, please contact **Waynesboro Police Department** or the Ring Video Request Team at videorequest@ring.com.

Please unsubscribe me from future requests to share footage



Email intended for wilhelmd@ci.waynesboro.va.us.

[Learn more about video requests.](#)

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Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Friday, April 12, 2019 16:28
To: Wilhelm, Michael D.
Subject: Re: Sample video request from Law Enforcement

Hi Chief,

Also most importantly, don't forget to interact with neighbors that ask questions on your LE Post!

Title: You Added: Chief of Police

To make the post stand out more I recommend: "Waynesboro PD Needs Your Help! " something in that sort of lines!

Enjoy your weekend!

Anthony Modestine
Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Fri, Apr 12, 2019 at 3:56 PM Anthony Modestine <anthony.modestine@ring.com> wrote:
Hey Chief,

Who sent out the video request? I am not seeing that this fully happened?

Anthony Modestine
Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.



On Fri, Apr 12, 2019 at 3:48 PM Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:

Sorry hit send too quick. Is there a way to edit that. It says 300 characters (optional) ????

Here is what will fit:

The Waynesboro PD Needs Your Help!

We are investigating multiple larcenies that occurred in the tree street area of the City between 8pm Tuesday night and 10am Wednesday morning.

We are asking anyone that captured video during this time frame to email these videos to doziermr@ci.waynesboro.va.us

This would not

or please call 540-942-6675 if you have any helpful information. We need your help to make our community safer.

Michael D. Wilhelm

Chief of Police

Waynesboro Police Department

250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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From: Wilhelm, Michael D.
Sent: Friday, April 12, 2019 3:45 PM
To: 'Anthony Modestine' <anthony.modestine@ring.com>
Subject: RE: Sample video request from Law Enforcement

Unfortunately that is way too many characters so we are going to have to pair it down quite significantly....

Michael D. Wilhelm

Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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From: Anthony Modestine [<mailto:anthony.modestine@ring.com>]
Sent: Friday, April 12, 2019 3:13 PM
To: Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>
Subject: Re: Sample video request from Law Enforcement

Of Course!

The LE Post will:

- 1) Put context behind the email going out to Ring Users, reassuring them that you do have an ongoing investigation and you do need their help. (Ring Users will only see this email if they captured video between your selected time span)

- 2) The LE Post will also go out to Ring users and Neighbor by Ring users (NBR). NBR users most likely are using third-party cameras that could have captured video pertaining to this incident so you are grabbing their attention on this and asking to share their video with you directly via email.

Example Post:

Title: Waynesboro PD Needs Your Help!

Address: Enter in the exact location of where the crime took place (Exact address will never be shown to the public)

Description: Hi Waynesboro Community, this is Detective Modestine of the Waynesboro PD, we have an ongoing investigation and we need your help! Last night around 2 pm we had a home burglary that took place on pine street. We are asking anyone that has captured video between 1-3am on their home security cameras if they could please email these videos to Anthony@ring.com or please call 555-555-5555 if you have any helpful information. We need your help to make our communities safer!

Media: Attach pictures/videos of the suspects or department logo if you are not attaching any media.

Again I highly recommend these two always be paired! Let me know if you have any questions!

Tampa Police Department

crime



Auto Burglaries to unlocked vehicles

The Tampa Police Department is currently investigating overnight entries to unlocked vehicles in your area. If anyone has any information in regards to these incidents which occurred on 3/18/2019 between midnight and 6:00am, please contact TPD District 2 at (813) 931-6500 and reference report #19-13099. We understand life happens and as always, we encourage all residents to remember to lock your vehicles at night and make sure nothing of value is left inside.

9 comments

6

Comment

Share

Showing All Comments

Hide Comments

Neighbor 18 · 2 hours ago

Maybe we should put double sided tape on our door handles at night so we can ID these jerks!

Reply

Neighbor 12 · 2 hours ago

Check out this video I captured on my Ring device <https://ring.com/share/6669615363473213551>

Reply

Hide Replies

Officer McGinnis - Tampa Police Department · 2 hours ago

Thank you for sharing. If you don't mind, could you check your e-mail in reference to releasing this video to the Tampa Police Department? It will greatly assist us in potential prosecution.

0

Reply

Anthony Modestine

Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



Download the Neighbors App
Join the new neighborhood watch.



On Fri, Apr 12, 2019 at 3:08 PM Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:

I don't suppose you have a template that we can use for our first video request? We can't seem to find an example in anything that you sent us and we are struggling with what to include.

Thanks,

Michael D. Wilhelm

Chief of Police

Waynesboro Police Department

250 South Wayne Avenue

Suite 102 Box 3

Waynesboro, Virginia 22980

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Wilhelm, Michael D.

From: Wilhelm, Michael D.
Sent: Tuesday, April 16, 2019 12:02
To: Wilhelm, Michael D.
Subject: Neighbors by RING notes

Two sides:
RING users/customers
Neighbors by RING (non-RING customers)

Portal side is only on desktop.....phone app coming soon
Only use with Google Chrome (No internet explorer)
200 Law enforcement agencies using it nationwide
75 user profiles for free (three levels)
---Admin
---Video requests
---Agency posting

Anthony Modestine 610-220-5432

Michael D. Wilhelm
Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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Wilhelm, Michael D.

From: Wilhelm, Michael D.
Sent: Thursday, April 18, 2019 09:10
To: Police Dept. Fulltime Employees
Subject: RING Video of suspicious activity
Attachments: 041819 Old White bridge road suspicious person.mp4

Is anyone able to ID this guy that was creeping around a shed in the area of Old White Bridge Road/Iris Drive?

If not, please conduct some extra patrols.

Here was the post to the RING Neighbors Portal:

Man wandering around my shed 3:00 am

Later saw a SUV pull up and load something from the side of the road and drive off. Checked my shed and didn't see anything amiss so it may have been something from one of my neighbors.

Thanks

Michael D. Wilhelm
Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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Wilhelm, Michael D.

From: Walker, Kelly L.
Sent: Friday, April 19, 2019 08:22
To: Wilhelm, Michael D.; Smith Jr, Frederick W.
Subject: RE:
Attachments: WIN FREE RING HOME SECURITY PRODUCTS.docx

With a few changes on eligibility for your consideration.

Captain Kelly Walker
Commander,
Support Services Division
Waynesboro Police Department
Coordinator,
Blue Ridge Crisis Intervention Team
540-942-6537
walkerkl@ci.waynesboro.va.us

From: Wilhelm, Michael D.
Sent: Thursday, April 18, 2019 2:06 PM
To: Walker, Kelly L. <WalkerKL@ci.waynesboro.va.us>; Smith Jr, Frederick W. <SmithFW@ci.waynesboro.va.us>
Subject:

Looking at pushing this out sometime next week...thoughts?????????

Michael D. Wilhelm
Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102 Box 3
Waynesboro, Virginia 22980

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WIN FREE RING HOME SECURITY PRODUCTS!!!!



To celebrate our partnership with Ring, we are giving away a home security package to ONE City of Waynesboro resident. This kit includes a Ring Wireless Doorbell 2, Ring Wireless Spotlight Camera, Ring Chime Pro Wi-Fi Extender and a Ring Solar Security Sign.

To enter, simply download the Neighbors App by Ring and then comment below that you downloaded it. You can download the app at download.ring.com/neighbors

We will draw the winner on (insert date).

Eligibility to win:

1. Be a resident of the city of Waynesboro and show proof of residency when claiming the prize at the police department.
2. Follow the department on Facebook at the time of the drawing.
3. Winner will be responsible for installing and maintaining the Ring equipment and all fees associated. The Waynesboro Police Department will not be able to access the device.
4. Waynesboro Police Department employees are not eligible to win.

Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Friday, April 19, 2019 15:42
To: Wilhelm, Michael D.
Subject: Re: Neighbors Portal: Neighbors Post

Of course and totally agree, this is our development teams top priority into getting this done. This did happen yesterday so does not need to be addressed at this moment in time, but this person should definitely be informed that they should also be calling the PD in these types of instances since it is not moderated 24/7!

Anthony Modestine

Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Fri, Apr 19, 2019 at 3:37 PM Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:

Ok. That will be much easier to do once you all get the mobile app activated. Please remember, we are a small department and only have a limited number of resources.

Thanks,

Michael D. Wilhelm

Chief of Police

Waynesboro Police Department

250 South Wayne Avenue

Suite 102 Box 3

Waynesboro, Virginia 22980

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From: Anthony Modestine [mailto:anthony.modestine@ring.com]

Sent: Friday, April 19, 2019 3:29 PM

To: Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us>

Subject: Neighbors Portal: Neighbors Post

Hi Chief,

This Neighbor's Post just caught my eye and should definitely be addressed by someone from the department.

Either yourself or others that have access should be commenting on all post neighbors are sharing to the Neighbors App.

Example - "Please call the police if you see this take place again"

The community will see your departments engagement and will want to keep providing you information the more you address their concerns/issues/tips.

Neighbor 50 18/24/2019

● suspicious

Someone on my porch

Was in the bathroom and my roommate sitting in the living room looked over and someone was standing on our porch looking through the window. I went out and looked around but I didn't see anyone, even checked my crawlspace. My doorbell cam d dn't pick up where she said they were.

12 comments 1 Views

👍 5

💬 Comment

🔗 Share

Load Comments

Anthony Modestine

Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Friday, June 14, 2019 11:22
To: Shaw, David F.; Wilhelm, Michael D.; Reed, Emily M.
Subject: Safety Day Post!

CAUTION: This email originated from outside of the organization. Do not follow guidance, click links, or open attachments unless you know the content is safe.

Good Morning All,

I saw this post on your facebook this morning about your Safety Day tomorrow! I hope you have a great turnout.

This is a great post to go through the Portal, to alert your crime/safety conscious residents who are using the app. I am sure you will have some residents show up just from this post alone.

You can also create a post about the road closures for tomorrows Soap Box Derby Event. The road closure alerts are nice to go out through the Portal as these types of post don't really receive too much attention on Facebook. There it will be filtered out and not hit the residents that need it the most!

Hope you have a great rest of the day!

Title: Safety Day Tomorrow!

Address: Enter the exact address where it will be held.

Description: Waynesboro Police Department will be at this event with our partners from Sprint! Please join us and receive a free personalized identification packet for your child.

Media:



Anthony Modestine

Wilhelm, Michael D.

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Saturday, June 29, 2019 12:37
To: Wilhelm, Michael D.
Cc: Smith Jr, Frederick W.
Subject: Re: Latest Portal Post: Response from Neighbor

CAUTION: This email originated from outside of the organization. Do not follow guidance, click links, or open attachments unless you know the content is safe.

They are in the testing phases right now so shouldn't be too much longer!

Sent from my iPhone

On Jun 29, 2019, at 10:56 AM, Wilhelm, Michael D. <WilhelmMD@ci.waynesboro.va.us> wrote:

Thanks Anthony,

Officers are on scene. I believe they got flagged down by someone.

Any progress on that mobile app?

Michael D. Wilhelm

Chief of Police
Waynesboro Police Department
250 South Wayne Avenue
Suite 102, Box 3
Waynesboro, Virginia 22980
540-942-6675

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----- Original message -----

From: Anthony Modestine <anthony.modestine@ring.com>
Date: 6/29/19 10:14 (GMT-05:00)
To: "Smith Jr, Frederick W." <SmithFW@ci.waynesboro.va.us>
Cc: "Wilhelm, Michael D." <WilhelmMD@ci.waynesboro.va.us>
Subject: Latest Portal Post: Response from Neighbor

CAUTION: This email originated from outside of the organization. Do not follow guidance, click links, or open attachments unless you know the content is safe.

Hi Sgt Smith,

I saw you posted the Identifying post I recommended yesterday. I just want to make sure someone from the department saw this comment that was posted an hour ago on this post.

<Screen Shot 2019-06-29 at 10.08.00 AM.png>

Anthony Modestine

Partner Success Associate

610.220.5432

Anthony@ring.com



1200 Atwater Dr Ste 225

Malvern, Pa 19355

www.ring.com



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Join the new neighborhood watch.